



DRIVE VALUE WITH MANAGED SERVICES FOR RTLS

Unique, comprehensive support service reduces costs and improves workflows

Enhancing Patient Care

In today's era of value-based care, where the focus is on enhancing patient care while maximizing staff efficiency and lowering cost, many healthcare organizations are outsourcing a number of operational tasks. IT-related functions and technology-based services, which require specialized expertise to design, install, deploy, and maintain, are often high on the outsourcing list, since partnering with an outside specialist can be an effective way to access world-class capabilities while freeing up internal resources and boosting return on investment (ROI).

As a leading provider of advanced real-time location systems (RTLS) in healthcare, Awarepoint understands the growing importance of outsourcing and has developed a unique, comprehensive support service that helps healthcare organizations leverage the latest know-how to achieve their clinical, financial, and operational goals.

Fully Managed Service

The Awarepoint RTLS solution is delivered as a fully managed service, meaning that Awarepoint is responsible for all hardware and software support – from battery replacement to server and network monitoring. Everything, from start to finish, including layout, configuration, installation, and ongoing support, is done by Awarepoint experts to ensure that the technologies behind the system, including Bluetooth Low Energy (BLE) and Wi-Fi, perform at their best and meet regulatory requirements.

Proactive Maintenance & Monitoring

Awarepoint provides regularly scheduled monitoring of the BLE infrastructure to ensure network health. A proactive approach, which includes frequent status calls and on-site visits, establishes consistency and fosters lasting relationships with key onsite personnel. Awarepoint also provides troubleshooting and 24/7 support through the Awarepoint Technical Support call center.

Support Packages

Support	A foundational package with access to phone and email support services during business hours (8am to 5pm PST), and up to four two-day onsite support visits per year for network maintenance.
SupportPlus	Extends the foundational plan by adding 24/7 phone and email support, 24/7 network monitoring and proactive risk assessment, and up to 8 on-site visits and 4 virtual network health reviews per year for network maintenance. Provides additional onsite services and process optimization, and reduces client responsibility for maintenance.
SupportPremium	Delivers a full-time, onsite resource to manage the Awarepoint network, in collaboration with the client. Awarepoint maintains all certified technology and provides training on demand. Ideal for large installations (4+ million square feet) and complex (multi-application) deployments.
NIST Certification of RTLS Temperature Tags	Optional onsite certification service for RTLS temperature-monitoring probes, in accordance with A2LA guidelines. Ensures regulatory compliance with NIST.

AWAREPOINT MANAGED SERVICES

SUSTAINED BENEFITS

- Major cost savings
- World-class capabilities
- Healthcare-centric expertise
- Optimized performance
- Open communication
- Professional interactions
- Improved focus

Valuable Expertise

Building on more than a decade of experience in the development of leading services and analytics, Awarepoint's professional services team know how to drive system value for healthcare organizations. The team ensures high-quality delivery and maintenance of all Awarepoint systems, and, at the same time, offers a best-practices service that has highly experienced professionals collaborate with hospital clinicians and support staff to identify problems and propose practical solutions for process improvement.

Deeper Intelligence

Data analytics are central to the Awarepoint approach. Regular reports and reviews, reflecting the performance of technical as well as human resources, identify operational waste and inefficiency so healthcare organizations can make more intelligent operational decisions.

Outcomes-based Implementation

Awarepoint conducts an up-front impact analysis to identify quantifiable goals for process improvement – including desired outcomes – to ensure the RTLS solution helps an organization obtain optimal results. Lean-process and Six Sigma experts help clients customize the system according to industry best practices, and tailor the system to their unique needs.

Lighter Load for IT Staff

Because Awarepoint provides a single point of accountability for support and maintenance of the RTLS system, the IT staff has a lighter load and can turn their attention to other things. Taking full advantage of Awarepoint's complete services, clients have access to a 24/7 technical-support line, can schedule quarterly on-site service visits, and can rely on Awarepoint for network health and verification, along with firmware upgrades.

Faster Results

Monthly status calls and quarterly governance meetings with Awarepoint's account management team ensure continuous improvement, while quarterly business reviews use facility-specific outcome criteria to measure achievement and generate strategies to optimize ROI.

The Awarepoint Advantage

Awarepoint combines superior managed RTLS technology with software that drives proactive workflow improvements, backed by professional services including up-front impact analysis, outcomes-based implementation, and ongoing managed services to drive significant benefits across the organization.

Next Steps

To learn more about Awarepoint managed services and Awarepoint's vision for the future of healthcare, visit www.awarepoint.com.

ATTAIN GOALS

Awarepoint's proactive approach establishes consistent relationships with key personnel, so healthcare organizations can attain their goals.